

DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES
2020-2021 Scope of Services CARES Act Funding

SECTION A - AGENCY INFORMATION

Agency:

Program Model: Alternate Shelter

Program Name:

Program Name in HMIS:

Unique Service Point HMIS ID:

Administrative Office Site Address & Ward:

_____/Ward _____

Listing of Program Sites:

| *Site # | Address | Zip | Ward | Site Name | # of Beds |
|---------|---------|-----|------|-----------|-----------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |

*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

| P. O. Number | Contract Type/Funding Source |
|--------------|------------------------------|
| 1. | |
| 2. | |
| 3. | |
| 4. | |

AGENCY CONTACT PERSON FOR THIS CONTRACT:

Executive Director

Name:

Phone Number: _____ **ext.** _____

Fax Number: _____

E-Mail: _____

Program Director

Name:

Phone Number: _____ **ext.** _____

Fax number: _____

E-Mail: _____

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Fiscal Contact

Name:

Phone Number: ext.

Fax Number:

E-Mail:

Reporting Contact

Name:

Phone Number: ext.

Fax Number:

E-Mail:

BASIC PROGRAM OPERATION PER SITE ADDRESS

DAYS OF OPERATIONS

Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.

| Site # | 24/7 (check if so) | SUN (from-to) | MON (from-to) | TUES (from-to) | WED (from-to) | THU (from-to) | FRI (from-to) | SAT (from-to) |
|--------|--------------------------|------------------|------------------|-------------------|------------------|------------------|------------------|------------------|
| 1 | <input type="checkbox"/> | | | | | | | |
| 2 | <input type="checkbox"/> | | | | | | | |
| 3 | <input type="checkbox"/> | | | | | | | |
| 4 | <input type="checkbox"/> | | | | | | | |

INTAKE HOURS:

INTAKE PHONE NUMBER: ()

(PLEASE NOTE: Shelters MUST accept clients referred by DFSS and Catholic Charities and Salvation Army Emergency Homeless Assessment and Response Center (EHARC) (24/7) regardless of intake hours**)**

| Site # | 24/7 (check if so) | SUN (from-to) | MON (from-to) | TUES (from-to) | WED (from-to) | THU (from-to) | FRI (from-to) | SAT (from-to) |
|--------|--------------------------|------------------|------------------|-------------------|------------------|------------------|------------------|------------------|
| 1 | <input type="checkbox"/> | | | | | | | |
| 2 | <input type="checkbox"/> | | | | | | | |
| 3 | <input type="checkbox"/> | | | | | | | |
| 4 | <input type="checkbox"/> | | | | | | | |

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Will your agency be using **DFSS funding** to purchase meals for clients?

- ☐ Yes
☐ No

| | |
|--|---------------|
| Number of meals to be provided – January 1, 2021 to December 31, 2021 (Average daily attendance X number of meals served X operating days) For example, a 30-bed program that provides breakfast, lunch, and dinner, and operates 365 days a year would have 32,850 Meals (30 x 3 x 365) | Site #1 _____ |
| | Site #2 _____ |
| | Site #3 _____ |
| | Site #4 _____ |

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

| SUBPOPULATIONS SERVED (CHECK ALL THAT APPLY) | |
|---|--|
| Single Adult Females Only | |
| Single Adult Males Only | |
| Single Adult Females and Males | |
| Families | |
| Unaccompanied Youth - Aged 18-24: Females Only | |
| Unaccompanied Youth - Aged 18-24: Males Only | |
| Unaccompanied Youth - Aged 18-24: Females and Males | |

| PROGRAM CAPACITY: | |
|--------------------------|--|
| Number of Beds | |
| Number of Apartments | |
| Number of Rooms | |
| N/A | |

| PROGRAM CAPACITY, # OF BEDS BY SUBPOPULATION: | |
|--|--|
| Single Adult Females Only | |
| Single Adult Males Only | |
| Single Adult Females and Males | |
| Families | |
| Unaccompanied Youth - Aged 18-24: Females Only | |
| Unaccompanied Youth - Aged 18-24: Males Only | |
| Unaccompanied Youth - Aged 18-24: Females and Males | |

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| PROGRAM CONFIGURATION: | |
|--|--|
| Congregate Living: client does not have private room for sleeping | |
| Individual bedrooms: client has private room for sleeping; shared bathroom | |
| Individual Apartments: clients reside in their own unit | |
| Other (explain): | |

NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED

Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.

| Site # 1 - January 1, 2021 to December 31, 2021 | Carryover from Dec | Jan –Mar (new) | Apr-Jun (new) | Jul-Sept (new) | Oct-Dec (new) | Total (new plus carryover) |
|---|--------------------|----------------|---------------|----------------|---------------|----------------------------|
| Number of unduplicated clients to be served | | | | | | |
| Number of unduplicated households to be served | | | | | | |

ADDITIONAL INFORMATION

[ADA](#) compliant

[Section 504 Policies](#) ensuring accessibility for persons with disabilities

| Site # | Program Name | ADA Compliant Yes or No | Section 504 Yes or No |
|--------|--------------|-------------------------|-----------------------|
| 1. | . | . | |
| 2. | . | . | |
| 3. | . | | |
| 4. | . | | |

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DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS AS IT RELATES TO PREPARING, PREVENTING AND RESPONDING TO COVID - 19

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population as it relates to preparing, preventing and responding to COVID-19 and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity.

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SECTION B – PROGRAM GOALS AND CORE ELEMENTS

DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

Program Goals

The goal of alternate shelter programs is to support the decompression of the existing shelter system by providing a safe, accessible place to stay for people experiencing homelessness in accordance with public health guidance and supporting them in moving toward stable permanent housing.

Target Population

The target population for shelters is households that are literally homeless (in accordance with the federal [HEARTH definition](#)). Black or African American households are disproportionately impacted by homelessness, in large part due to historical and systemic racism: Black or African American individuals make up roughly 30% of the city of Chicago's total population, but 77% of individuals counted in the 2019 Point-in-Time Count. The population experiencing homelessness in Chicago also includes:

- Persons with limited English proficiency
- Persons with disabilities
- People who identify as LGBTQ+
- Persons with justice involved backgrounds
- Survivors of domestic violence

Core Elements

Alternate shelters should deliver the following essential services:

- Provide a safe environment open 24/7 with a place to sleep and provision of basic needs: meals or kitchen access; showers and toiletries; limited storage.
- Protect clients and reduce the spread of COVID-19 through implementation of CDPH guidance, e.g., maintaining social distance in all areas including sleeping and eating, conducting regular health screeners, designating and using isolation space as needed, and working with medical partners to coordinate testing and support as needed. Latest guidance can be found at: <https://www.chicago.gov/city/en/sites/covid-19/home/latest-guidance.html>.
- Engage in diversion efforts either through coordination with system-wide diversion efforts or by use of creative, problem-solving conversations at shelter entry to empower persons facing imminent homelessness to avoid shelter and return immediately to housing.
- Provide connection to housing options by supporting clients in completing the Coordinated Entry System (CES) housing assessment and supporting clients in identifying and navigating other housing options (either directly or through referral).
- Provide access to case management to ensure clients are linked to services and community resources that will help clients obtain or maintain housing, e.g. building income, building independent living skills, developing education/career path, addressing a variety of physical, mental, emotional, and other needs.
- Work with a medical partner to provide on-site medical consultation and follow-up with clients on

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a frequent basis, e.g. scheduled visits two times per week.

Additionally, the program should reflect the Chicago CoC's **core values**, particularly those below. (For more information, please reference the Chicago Continuum of Care's Community Standards here: <https://allchicago.org/continuum-care/standards-and-monitoring/>.)

- *Housing First approach*: align shelter criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without pre-requisites, make services voluntary, and assist people to access permanent housing options (directly or through linkages) as quickly as possible.
- *Harm reduction*: take practical and proactive strategies to reduce the harm that participants choose for themselves in all aspects of the program. Shelters should eliminate sobriety or other behavioral requirements (e.g. prior non-violent rule infractions), and ensure staff are trained and supported to de-escalate conflicts, prevent and intervene when discharge is imminent.
- *Trauma-informed care*: shelter leadership understands the wide impact of trauma on participants, and staff members are trained to recognize and respond to the signs and symptoms of trauma in clients. Policies, procedures, and practices should integrate knowledge about trauma and its impact, support client choice and control, and create physical and emotional safety.
- *Inclusion of Person(s) of Lived Experience (PLE) input*: solicit PLE input on a frequent basis through a variety of mechanisms, such as board member participation, advisory councils, and collection of client feedback, to inform service delivery.

SECTION C – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

Performance Indicators

To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of households who exit shelter to permanent or more stable housing
- Average length of stay in shelter

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Percentage and number of households with complete CES assessments
- Bed utilization

Within this framework, DFSS is focused on continuous improvement against these metrics. We are committed to working with delegate agencies to monitor performance against these indicators, including

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establishing relevant baselines or benchmarks and sharing data with delegate agencies to assess and understand our progress.

Data Reporting

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

Reporting will include emailing daily bed counts to DFSS and reporting any COVID-19 cases among staff or residents to CDPH and DFSS, as detailed in the CDPH guidance.

Meetings

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

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Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates.

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

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SECTION D - REQUIREMENTS

Program Requirements

Programs must adhere to the standards set forth in the CARES Act. The Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES Act). <https://www.congress.gov/bill/116th-congress/house-bill/748/text>

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential Elements for the appropriate program model, see <https://allchicago.org/sites/allchicago.org/files/Program%20Model%20Chart%20New%20with%20Indicators.pdf>

Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

Additional and Priority DFSS Requirements for All Programs

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.

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- **Participation in system activities:**
 - Assist DFSS in responding to extreme weather emergencies.
 - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
 - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
 - First quarter – 25%
 - Second Quarter – 50%
 - Third Quarter – 75%
 - Fourth Quarter – 100%
- **Additional requirements if applicable:**
 - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
 - Background checks are required for programs whose staff and volunteers have interaction with children.
 - All agencies that handle food must have appropriate staff with food handler certificate.

DFSS Requirements for Shelter Programs

Shelters must:

- Provide daily data for the DFSS – Catholic Charities Shelter Bed Clearinghouse and the Salvation Army Emergency Homeless Assessment and Response Center (EHARC).
- Inform participants of their rights, responsibilities, and expectations.
- Have written policies and procedures for intake, grievance, and how conflicts and other crises will be addressed and resolved.
- Accept clients over the weekends.
- Submit bed census reports upon request.
- Ensure that all children ages 0 to 5 receive development screenings (either direct or through Child Find)
- Ensure that all children ages 5 and up are enrolled and are attending school regularly.
- Comply with applicable local fire, environmental, health, and safety standards and regulations which apply to the safe operation of the shelter.
- Be maintained in clean and sanitary condition.

Shelters must not:

- Non-Discrimination: Shall not discriminate on the basis of race, religion, national origin, sexual orientation, disability, or family composition.
- Conduct pre-intake interviews prior to a family's arrival in shelter.
- Maintain a waiting list.
- Require clients to participate in any religious services or other forms of religious expression

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SECTION E – SUBMITTAL AND APPROVAL

CERTIFICATIONS:

- ☐ By checking this box your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

SUBMITTAL AND APPROVAL:

| | |
|--|--|
| a) Applicant signature Original must be signed in blue ink | |
| b) Name (typed) | |
| c) Date submitted: | |
| | |
| d) DFSS Staff signature : | |
| e) Name (typed): | |
| f) Date approved | |

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Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

U.S. Department of Housing and Urban Development (HUD)

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

U.S. Department of Health and Human Services (HHS)

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

Illinois Department of Human Services (IDHS)

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>